

## Residential Care Home Important Contact List

Services	Contact info	Hours
<p><b>HUSKY Health Member Services</b> For current HUSKY members to:</p> <ul style="list-style-type: none"> <li>• Find a doctor</li> <li>• Make an appointment or change a Primary Care Provider (PCP), find other resources in the community to help them</li> <li>• Learn about covered services and how to use them</li> </ul>	<p>Members: 800.859.9889</p> <p>Providers: 800.440.5071 <a href="http://www.huskyhealth.com">www.huskyhealth.com</a></p>	<p>Monday - Friday 8:00 a.m. to 6:00 p.m.</p>
<p><b>Access Health</b> For eligibility questions, to apply, renew or report changes for HUSKY A, B, and D.</p>	<p>855.805.4325 <a href="http://www.accesshealthct.com">www.accesshealthct.com</a></p>	<p>Monday – Friday 8 am – 4 pm (Hrs. extended during open enrollment)</p>
<p><b>Nurse Helpline</b> Provides Medicaid members with access to a nurse all day, every day. If they have questions about a health condition or don't know if they should go to the ED or wait for an appt. with their doctor and more.</p>	<p>800.859.9889 Follow prompts</p>	<p>24 hours /365 days a year</p>
<p><b>Report Changes or Update Personal Information</b> For all DSS programs</p>	<p><a href="http://www.huskyhealth.com">www.huskyhealth.com</a> click "For Members," then "Update Your Personal Information" or call 855-626-6632</p>	<p>Online -24 hours/ day/365 days/ year. By phone Monday – Friday 7:30a.m. 4:00p.m.</p>
<p><b>Behavioral Health Services</b> CT Behavioral Health Partnership (CT BHP) For current HUSKY members to:</p> <ul style="list-style-type: none"> <li>• Help find mental health and/or substance abuse services</li> <li>• Learn about covered benefits</li> </ul>	<p>Members/Providers: 877.552.8247 <a href="http://www.ctbhp.com">www.ctbhp.com</a></p>	<p>Monday - Friday 9 a.m.–7 p.m.</p>
<p><b>Dental Services</b> CT Dental Health Partnership (CTDHP) For current HUSKY members to:</p> <ul style="list-style-type: none"> <li>• Find a dentist to provide dental services</li> <li>• Learn about covered benefits</li> </ul>	<p>Members: 855.283.3682</p> <p>Providers: 888.445.6665 <a href="http://www.ctdhp.com">www.ctdhp.com</a></p>	<p>Monday - Friday, 8 a.m. – 5 p.m.</p>
<p><b>Non-Emergency Transportation Services</b> Current HUSKY A, C, and D members who need assistance with transportation to medical, dental, and behavioral health appointments. Assistance must be requested before the appointment.</p>	<p>888.248.9895 <a href="http://memberinfo.logisticare.com/ctmember">http://memberinfo.logisticare.com/ctmember</a></p>	<p>Monday - Friday, 7 a.m.–6 p.m.</p>

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<p><b>Pharmacy Services</b>            CT Pharmacy Assistance Program            For HUSKY questions about pharmacy benefits or whether an over the counter medicine is covered by HUSKY.</p>	<p>Members:            866.409.8430</p> <p>Providers:            800.842.8440</p>	<p>Monday - Friday            8 a.m.–5 p.m.</p>
<p><b>DSS Benefit Center/ConneCT</b>            For all Social Service benefits including SNAP, TFA, Child support, State Supplement (AABD), Medicare Savings Program, Refugee Medical Assistance and eligibility questions and to apply or renew for HUSKY C only. Also for program required interviews</p>	<p>855.626.6632  <a href="http://www.connect.ct.gov">www.connect.ct.gov</a></p>	<p>Monday – Friday            7:30 a.m. to 4 p.m.</p>
<p><b>CT AIDS Drug Assistance Program</b>            For information, an application and the formulary for covered drugs</p>	<p>800.233.2503 or            860.424.5150  <a href="http://www.ct.gov/dss/cadap">www.ct.gov/dss/cadap</a></p>	<p>Monday - Friday            7:30 a.m. to 4 p.m.</p>
<p><b>Electronic Benefit Transfers (EBT)</b>            For SNAP, TFA, and cash assistance</p>	<p>888.328.2666  <a href="http://www.ct.gov/dss/ebt">www.ct.gov/dss/ebt</a></p>	<p>24 hours a day,            7 days a week</p>
<p><b>Home and Community Based Programs</b>            For information on waiver services, CT Home Care Program for Elders, Acquired Brain Injury Waiver, or general care delivery.</p>	<p>1-800.445.5394 or            860.424.4904            (local Htfd. Area)  <a href="https://www.ascendami.com/CTHomeCareForElders/default/">https://www.ascendami.com/CTHomeCareForElders/default/</a></p>	<p>Monday – Friday            8 a.m. to 4 p.m.</p>
<p><b>Money Follows the Person</b>            Assists Medicaid-eligible individuals currently living in long-term care facilities in successfully transitioning back into the community.             Assists <u>current</u> MFP participants with DSS benefits (SNAP, Medicaid, Medicare Savings Program, etc.)</p>	<p>1-888.992.8637             To apply for Money Follows the Person, visit <a href="https://ctmfp.com">https://ctmfp.com</a></p>	<p>Monday – Friday            8:00 am to 4:30 pm</p>
<p><b>Community First Choice</b>            A State Plan service which allows eligible individuals access to Personal Attendant Care and other long-term services and supports through self-direction.</p>	<p>To complete an application by phone, dial 2-1-1 and choose Option 3, then Option #5.             To apply for Community First Choice online, visit <a href="https://ctmfp.com">https://ctmfp.com</a>             For more information about CFC, call 1-888.992.8637</p>	<p>2-1-1 Phone Hours:            24 hours a day,            7 days a week             Monday – Friday            8:00 am to 4:30 pm</p>

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<p><b>Reimbursement and Certificate of Need (CON)</b>                      For rate and reimbursement questions, hardship funding, health and safety funding, and funding supports paid to residential care homes for extraordinary and unanticipated costs necessary to avoid an immediate negative impact on the health and safety of residents.</p>	<p>Reimbursement &amp; CON                      Department of Social Services                      55 Farmington Avenue                      Hartford, CT 06105</p> <p>Email:  <a href="mailto:con-ratesetting.dss@ct.gov">con-ratesetting.dss@ct.gov</a></p>	
<p><b>Long Term Care Ombudsman Program (LTCOP)</b>                      The LTCOP responds to, and investigates complaints brought forward by residents, family members, and/or other individuals acting on their behalf. Ombudsmen offer information on consultation to consumers and providers, monitor state and federal laws and regulations, and make recommendations for improvement. The program also recruits, trains, and supervises Volunteer Resident Advocates who assist residents in resolving concerns.</p>	<p>Statewide toll-free number:                      1-866-388-1888</p> <p>Email: <a href="mailto:ltpop@ct.gov">ltpop@ct.gov</a></p> <p>Follow us on Facebook:  <a href="http://www.facebook.com/CTLTCOP">www.facebook.com/CTLTCOP</a></p>	
<p><b>Department of Mental Health and Addiction Services (DMHAS)</b>  <b>Nursing Home Diversion and Transition Program.</b>                      Nurses and case managers work directly with community providers, nursing homes, residential care homes, hospitals, Money Follows the Person and the Mental Health Waiver to assist people in living in the least restrictive community setting.</p>	<p>Laurene Gomez                      DMHAS/SWS                      Shew Hall-CVH                      P.O. Box 351                      Middletown, CT. 06457                      860-262-6953  <a href="mailto:Laurene.Gomez@ct.gov">Laurene.Gomez@ct.gov</a></p>	<p>Monday – Friday                      8:00 am to 4:30 pm</p>